



## New quality in process management: Boundless automation and traceability

Case study: ELRA-Antriebstechnik Vertriebs Ges.m.b.H.

### Industry insights

In order to be successful in the global market, companies that do business in plant, equipment and mechanical engineering need to comply with legal requirements and standards. Many large customers will only accept a supplier who holds certain certificates, primarily ISO 9001 on quality management. In addition, the certified quality of a company is often a prerequisite to take part in a tender. In strongly regulated industries such as the pharmaceutical industry, the food processing industry or environmental technology, additional requirements must be met. Full traceability of all business-relevant processes plays an important role with all of these certificates. In many production companies, processes are still documented on paper and need to be digitised manually. Processing therefore takes a lot of time, while it is also difficult to ensure traceability. Digitising processes can solve both of these problems: It can achieve acceleration through automation as well as full transparency through versioning.



**“The Fabasoft Cloud allows us to take process management to a new level with regard to automation, traceability and digitisation.”**

Ing. Rudolf Wolf  
Head of Production,  
ELRA-Antriebstechnik Vertriebs Ges.m.b.H.

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## Use case

ELRA is supplying industrial companies throughout the world with drives such as gear motors, servo motors or stepping motors. Customers also include businesses operating in environmental and medical technology. ELRA needs to comply not only with ISO 9001 on quality management, but also with other standards such as ISO 14001 on environmental technology and ISO 13485 on the design and production of medical devices. On that basis, ELRA was facing the problem of having to ensure continuous traceability of the documentation for all of its processes, as is required for certification. While SAP was for example used for customer management, order processing and invoicing, there were many other processes for which documentation needed to be taken to a new level with the help of increased digitisation. As a first step, this was to be implemented for all those internal processes that were directly involved in certifications.

## Automation and traceability through digitisation in the Fabasoft Cloud

The specialist in drive technology decided on the Fabasoft Cloud to digitise these processes. For example, the Cloud is now used to manage operating instructions. Staff in production also has access to the Fabasoft Cloud in order to ensure high efficiency in process management. In addition, trainings are organised within the Cloud. Complaints management is yet another important area: Data is entered via a form which can be customised by ELRA. This workflow ensures that all complaints are available in one database. Records can easily be found thanks to the semantic full text search, while tracing of complaints and their status is transparent to all team members at any time

## Time travel: automatic versioning and full transparency

The most important argument in favour of the Fabasoft Cloud was in fact the "Time travel" function. Any modification or user activity is automatically logged, and documents are archived in a revision-safe manner. The Fabasoft Cloud has been certified as a revision-safe archive according to IDW PS 880 and therefore complies with the retention obligations required in Germany, Austria and Switzerland

(archiving compliant with GAAP). Information on who modified which object, when and how can easily be obtained with a single click of the mouse. The Fabasoft Cloud also provides defined release versions. Comparing an older version with the current one is possible at any given moment. An older version can also be restored if necessary. Yet another important asset of the solution is the fact that authorisations for employees can be granted very conveniently. It only takes a single click to give users all the rights they need for their roles in the Fabasoft Cloud.

## A flexible Cloud solution with a graphical workflow editor

Any type of process can easily and quickly be modelled in the integrated graphical BPMN 2.0 editor and be distributed to the entire team. "The fact that we can ourselves further develop our solution with new processes in the Fabasoft Cloud is an important benefit", says Ing. Rudolf Wolf, Head of Production at ELRA. The company already has plans to implement the Fabasoft Cloud for external processes.

## About the company

ELRA is a family business which was founded in 1978 by Ing. Walter Rauch. Today the specialist in drive technology is operating worldwide. ELRA's employees are designing, planning and developing new drive solutions and support their customers in the daily use of their products. Over the course of the past 30 years, ELRA has continually invested in the further development of products and technologies with a strong focus on customer benefit. The company is training its future specialists itself, with apprenticeships for mechatronics engineers, office administrators and warehouse logisticians being offered on an ongoing basis. The entire team is constantly focused on providing the perfect drive solution for every device.

For more information please visit [www.elra.at](http://www.elra.at)